

## List of Course Offerings <http://www.cstx.gov/home/index.asp?page=115>

The City offers a diverse array of training and development opportunities for all employees. Programs are divided into three categories: Leadership Development, Professional Development, Skills Development, and Self Development. Topics include:

### **Leadership Development**

- Supervisory Academy
- Management Academy
- Leadership Institute

### **Professional Development**

- New Hire Orientation
- Service Excellence
- Sexual Harassment Prevention
- Workplace Violence
- Workplace Violence – You and Your Safety
- Community of Respect
- Project Management Academy
- Conflict Management
  - o Awareness
  - o Responses to Conflict
  - o Mediation Practice

### **Skills Development**

- IT Orientation
- Group Crisis Intervention
- Individual Crisis Intervention and Peer Support
- Advanced Group Crisis Intervention
- CPR/First Aid Training

### **Self Development**

- Conflict Management
- Developing Strategies for Healthy Living
- Managing Workplace Stress
- Recognizing and Overcoming Job Burnout
- Taking Control of YOUR Time
- Teen Anger

Additional topics may be added to any of the categories, or offered upon request.

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## Course Descriptions <http://www.cstx.gov/home/index.asp?page=116>

### **Leadership Development**

#### **Supervisory Academy**

The Supervisory Academy was designed to develop innovative and effective leaders. The training is specifically designed for first-time and first-line supervisors, but is also recommended for those wanting to be updated on the latest management practices. The goal of the program is to enhance the quality of the Supervisor's skills, thus improving service to the employees and the customers. The 56-hour program consists of seven full-day sessions on topics like: City Philosophy & Operations, City Mission & Vision, Strategic Planning & Budgeting, City Pay Plan, Supervisor's Role in Customer Service & Continuous Improvement, Improving Critical Communication Skills, Employment Law, City Policies & Procedures, Interviewing, Hiring & Employee Retention, Team Building & Development, Motivating & Empowering Employees, High Impact Leadership Strategies, Coaching & Appraising Performance, Counseling, Discipline & Appeal Process. The program is unique in that City employees develop and teach most of the sessions for each class. The program has been in existence since 1982.

#### **Management Academy**

The Management Academy is a 40-hour week long intensive and interactive program that focuses on enhancing leadership skills, interpersonal and communication skills, team building, managing human performance and conflict resolution. Dynamic speakers who bring both expertise and practical experience to the program facilitate the Academy. The Academy is primarily designed for middle and upper level management with particular emphasis on helping participants grow from general management roles into successful leadership roles. Other employees that may be considered as Academy participants include employees in positions that require giving frequent work directions to others, and employees who consistently demonstrate exceptional leadership qualities.

#### **Leadership Institute**

Leadership Institute is a three-day training session for experienced leaders and members of upper management. The objectives of the class are to establish a conceptual framework of Leadership, to training leaders to develop personal leadership strategies, and to introduce leaders to the Servant Leadership Model.

### **Professional Development**

#### **New Hire Orientation**

New Hire Orientation is a one-day program that is designed to integrate newly hired employees into the City's organization, encourage a culture of service excellence, and align employees with the City's mission, core values, and vision for the twenty-first century. New Hire Orientation is also a time for newly hired employees to learn about the City's compensation plan, benefits, policies and procedures. It is also a time for employees to familiarize themselves with the City's community enhancement and risk management programs. The cornerstone of new hire orientation is customer service training.

#### **Service Excellence**

This quarterly program consists of an additional two days added to New Hire Orientation. The two days are designed to provide newly hired employees and current employees with an orientation to each City department and an in-depth tour of the City. Department Directors or their designated representatives make one-hour presentations.

#### **Sexual Harassment Training**

Training focuses on identifying and preventing sexual harassment in the workplace. The training emphasizes what constitutes sexual harassment. Also covered in training are employee and employer responsibilities when sexual harassment is encountered in the workplace.

## **Workplace Violence**

Training is designed to make employees aware of the potential for violence in the workplace. Training focus is on recognizing early warning signs, how to record incidents indicative of a potential problem, and to encourage employees to report suspicious incidents to management.

## **Workplace Violence – You and Your Safety**

This class is designed to ensure employees know how to handle explosive situations in dealing with customers. Employees explore the causes of anger, some statistics on workplace violence, and the different anger signs to look for (both verbal and non-verbal). This program incorporates Safety issues regarding who to call, what they should report, what to avoid, bomb threats, and theft.

## **Community of Respect**

This class is designed to develop learning opportunities that lead to competency and skill in understanding cultures and application of that understanding in professional and one-on-one interactions, both in the United States and abroad. The goals are to facilitate a more collaborative internationalization of the campuses and communities; Have participants become better prepared to understand and interact with people from cultures that are different from their own; Increase involvement and interaction of international students and scholars with the two collaborating campuses and the local communities in which they live; and to Provide a customer service model that will help higher education faculty, staff, students, and local business persons apply understanding culture to their everyday lives. These objectives are designed to create the foundation on which to build campuses and communities that will become more culturally aware and able to apply this knowledge to everyday life, and thereby develop a more welcoming and safe community.

## **Project Management Academy**

This two-day Academy is to familiarize applicable City employees with the City's Project Management current processes and procedures, identify ways to improve processes, and implement suggested changes. Topics that are covered are: scoping and budgeting projects; purchasing procedures/policies; standard and non-standard contracts; insurance issues/claims management; land acquisition; process for obtaining project approval; CIP System; documentation/record keeping; and, inter-local agreements. Upon completion employees will understand the importance of and be able to use, the CIP system website. Project Managers will be able to update their projects on the CIP website. The employee will understand the importance of developing an accurate project scope and budget. They will understand the City's purchasing processes associated with project management; understand insurance issues associated with various projects; understand contracts related to Project Management and understand City procedures involving contracts; and understand the appropriate level of risk necessary for non-standard contracts.

## **Conflict Management – Three part series**

This class is designed to help individuals learn about conflict and that it is healthy to have conflict. Each module is designed for a ½ day and will work on different skill sets: Awareness, Responses to Conflict, and Mediation Practice. The participant can take one module or all modules. Each teaches the individual something different.

- During this workshop individuals will have the opportunity to think about their point of view on conflict.
- Compare note with other people in the class.
- Test points of view.
- Opportunity to change your mind and influence others.
- Have an opportunity to come to some agreement with your coworkers about ways to think about and respond to conflict at work.
- Have a chance to remember what you already know about conflict, learn from others, and arrange all these ideas into your own practical theory.

- Have a chance to join problem-solving sessions, speak up with new ideas, and learn about other people's points of view.
- You should be able to make decisions about how you will handle conflict as an individual and as part of this group.

## **Skills Development**

### **IT Orientation**

This class is open to all new and existing employees who use the City computer systems. Class covers GroupWise and email use, Internet, AS/400 basics, MS Office basics, etc. Participants are encouraged to bring questions to the class to be answered by the facilitators.

### **Group Crisis Intervention**

This two-day class is designed to present the core elements of a comprehensive, systematic and multi-component crisis intervention curriculum. This training prepares participants to understand a wide range of crisis intervention services including pre and post incident crisis education, significant other support services, on-scene support services, crisis intervention for individuals, demobilizations after large scale traumatic incidents, small group defusings and the group intervention known as Critical Incident Stress Debriefing (CISD). The "Group Crisis Intervention" course specifically prepares participants to provide several of these interventions-specifically demobilizations, defusings and the CISD. The need to appropriate follow up services and referrals when necessary is also described. Considerable evidence gathered to date strongly supports the multi-component crisis intervention strategy, which is discussed in this course.

### **Individual Crisis Intervention and Peer Support**

This two-day class is designed to teach participants the fundamentals of, and a specific protocol for, individual intervention and increase Emergency Mental Health skills. At the completion of this course, participants will be able to: List at least four fundamental principles of crisis intervention; Describe common psychiatric symptoms after trauma; Demonstrate crisis communication techniques; and List risk factors for suicide.

### **Advanced Group Crisis Intervention**

This two-day program emphasizes a broadening of the knowledge base concerning critical incident stress interventions as well as Post-traumatic Stress Disorder, which was established in the "Group Crisis Intervention" program and/or in publications. Specifically, the "Advanced Group Crisis Intervention" program addresses advanced concepts which are the foundations of CISM and, more specifically, the group interventions of defusings and Critical Incident Stress Debriefings (CISD). Special emphasis will be placed upon troubleshooting difficult and complex situations. At the conclusion of this educational program, the participants will have been exposed to specific, proven strategies to intervene with those suffering the ill effects of their exposure to trauma. The emphasis will be on advanced defusings and debriefings in complex situations such as Line of Duty Deaths and suicide of a colleague.

### **CPR/First Aid Training**

This is either a full day or ½ day class depending on the needs of the employee and department. There are three elements to this class: 1) First Aid legal elements and patient control; 2) CPR and 3) rest of First Aid. When you attend this class for the CPR card only then you need to attend the morning session; if you attend for First Aid and CPR then you must attend the full day. This class teaches employees both first aid and the life-saving technique of CPR. Upon completing this class, participants will receive an American Heart Association card, which is widely recognized and accepted by most major entities. The cost for the CPR class is \$40 and the cost for the full day First Aid/CPR is \$65. This class has five modules: Part 1: First Aid Basics; Part 2: CPR and AED; Part 3: Medical Emergencies; Part 4: Injury Emergencies and Part 5: Environmental Emergencies.

## **Self Development**

The City's Self Development training programs are centered on our Wellness Series. City employees are given opportunities to learn about health, fitness, nutrition, and emotional wellbeing. Topics include:

- Conflict Management
- Developing Strategies for Healthy Living
- Managing Workplace Stress
- Recognizing and Overcoming Job Burnout
- Taking Control of YOUR Time

## **Teen Anger**

This two-hour class is designed to develop staff and teen's from the EXIT Teen Center skills to handle any situation. This program helps teens understand how and why they may become angry; how to calm down; figure out ways to handle their problems; understand how other feelings and experiences make them angry and how to start feeling good about themselves; and to practice real situations.

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## City Lending Library

Learning and development opportunities are not limited to classroom training. The City of College Station proudly offers its employees access to the City's Lending Library. The Lending Library contains various resources, including books, videos, and audio tapes on topics relating to employees' personal and professional development. Resources are divided into the following categories:

- Leadership Development
- Professional Development
- Self Development
- Skills Development
- Team Development

The Lending Library gives employees the opportunity to develop in a more self-paced manner.

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## First Friday Book Club

Another valuable development opportunity for City employees is the City's "First Friday Book Club." The City of College Station, in conjunction with Brazos Valley Reads, encourages all employees to read as a part of their personal and professional development. This book club meets monthly and discusses a variety of books, from novels to professional development and management books. All employees are encouraged to attend and take advantage of this unique program.